

### ***Traveler's Journey: Airport***

When returning to travel, it is important to understand what to expect upon arriving at the airport and checking in for a flight.

- For a touchless check-in experience, download the airline app to access a digital boarding pass.
- Check-in lobbies, self-service kiosks, gate counters and baggage claim are thoroughly wiped down many times throughout the day.
- Electrostatic spraying on all flights, in key locations such as our lobbies, jet bridges and gatehouses and Plexiglass shields at check-in counters and at the gate counters
- Social distance markers in the check-in lobby, at the gate and down the jet bridge to encourage customers to stand apart.
- Hand sanitizer stations are available for use in check-in lobbies, at the gate, and jet bridges.
- Travelers and customer-facing employees are required to wear masks to ensure an extra layer of protection.
- Some airlines are testing the distribution of customer care kits. The kits offer a hand sanitizer wipe, a mask and an informational card that details how the airlines are transforming the industry standard of clean.

### ***Traveler's Journey: Aircraft***

When preparing to board a flight, below are some new expectations:

- Blocking middle seats and capping seating at 50% in first class and 60% in other cabins to give customers more space.
- Sanitizing 100% of flights before boarding with electrostatic sprayers.
- Boarding from back-to-front to reduce the need for customers to pass by one another.
- Streamlining food service to reduce touch points on board.
- Cleaning cabin air with advanced air filtration systems known as HEPA filters.
- Requiring all customers to wear a face covering across airline touchpoints.

Employees may sign up for the university's travel listserv to receive up-to-date travel information [here](#).

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